



MINISTRY OF CIVIL SERVICE AFFAIRS  
AND ADMINISTRATIVE REFORMS  
MAURITIUS

Circular Letter No. 51 of 2002  
E/60/28/08/01

02 December 2002

From: Secretary for Public Service Affairs  
To: Supervising Officers in Charge of Ministries/Departments

Total Quality Management Framework in the Public Service

As highlighted in this Ministry's Action Plan 2001-2003 "Towards the Modernisation of the Public Service", five Task Forces have been set up to assist the Steering Committee on Civil Service Reforms.

2. The Task Force on Quality Management chaired by Mr. A. Caunhye, Director, Mauritius Standards Bureau, has submitted a draft report on Total Quality Management (TQM) Framework in the Public Service which will serve as a guide to Ministries/Departments in planning and activating the process of improving quality management in the Public Service. The Framework lays out several important management principles which will ultimately create an environment that is conducive for the development of an excellent quality culture in the Public Service.
3. A copy of the Total Quality Management Framework is annexed.
4. Prior to the implementation of the TQM Framework, it would be appreciated if you could kindly examine the guidelines contained therein and submit your views/comments/suggestions to the Administrative Reforms Unit of this Ministry by 10 January 2003.
5. This circular has also been despatched by e-mail to all Ministries/Departments.

(D. P. Ruhee)

Secretary for Public Service Affairs

Copy to: Secretary to Cabinet and Head of the Civil Service